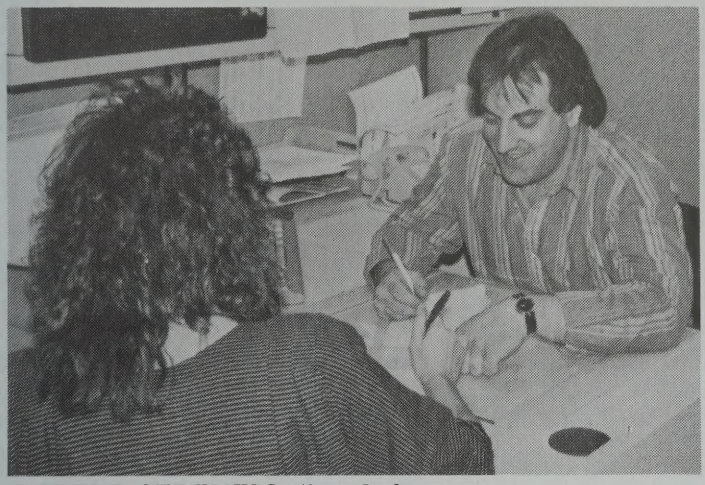
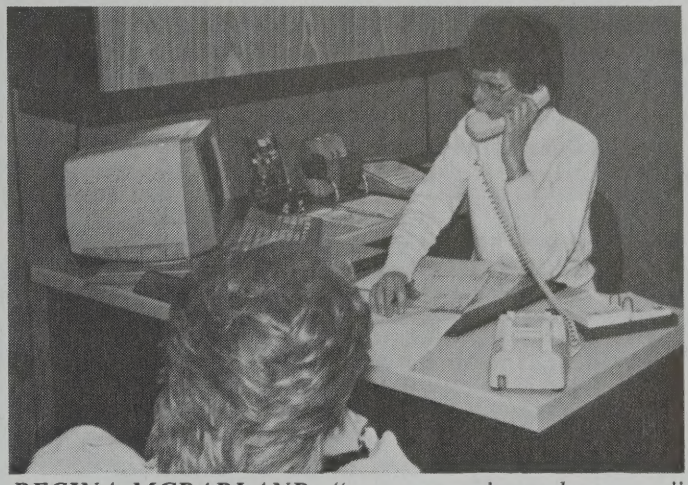
Motor Vehicle Services
TALE LITE

MAY 1989 VOL. 2, NO. 5 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

Record techs bring patience, understanding to the job



ROBERT CERENZIO: ". . . I always try to . . . present a positive resolution to the problem . . ."



REGINA MCPARLAND: ". . . you can't get hyper . . ."

Cutting problems down to size all in a day's work for dedicated employees

By MAUREEN SCZPANSKI

A pleasant smile and quiet demeanor seem to be common characteristics of Motor Vehicle Services' record technicians—you know, those are the people who, through our driver conferencing units, come face to face every day with some of the "unhappiest" motorists on our highways.

As the MVS employees who handle all of the unscheduled driver conferences—or walk-ins—at the three regional centers, it is their job to assist motorists who have questions about their driving records or their licenses. Because many people come in upset, they must employ both patience and understanding in dealing with the variety of personalities they meet everyday.

Tickets are now on sale for the MVS Summer Spectacular Picnic. See Page 2 for the name of your ticket representative.

Now to some, this may seem a bit disconcerting, not knowing what to expect every day. But it is this variety and never ending challenge that seem to be what many of the record technicians enjoy most about their unique jobs. At all three regional centers, the record techs work on a rotating basis, spending about one week at the front counter—where people with more routine problems are helped—and then moving to the back offices where more difficult motor vehicle situations are addressed.

This constant change of pace keeps the job fresh and new and very appealing, according to the record techs.

"Every day I'm talking with anywhere from 15 to 50 different people," explained Marylou Santosuosso, who helps customers with their motor vehicle concerns at the Deptford Regional Service Center. "I like the fact that everybody and every situation is unique."

Santosuosso's co-worker, Aixa "Lisa" Cruz, agrees. "Every motorist represents a different situation. I never know what my day will be like. But one thing I do know is that it's never the same."

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SHARON LEE: ". . . you're not helping people if you get angry . . ."

THE TALK AT MVS

It was one for the money and two for zip last month when Support Services Representative 3 **Louise Kolaski** of the Surcharge Section came away from the slot machines in Resorts International $1,000 richer, but her two friends, Support Services Representative 1 **Maureen Gilligo** and Support Services Representative 3 **Florence Torretta,** left empty handed. The trio tested their luck on a trip to Atlantic City on April 9.

Employees in the Business License Compliance Unit in Building 5 of Quakerbridge Plaza will hold a retirement luncheon May 26 for Support Services Representative 2 **Gladys Roberts,** who is planning to retire on June 1. Approximately 45 people are expected to attend.

The Personnel Management Bureau extends condolences to **Joan Horn,** Supervisor of Personnel Records and Payroll Processing, on the recent death of her mother. The bureau also wishes a speedy recovery to Personnel Aide 1 **Linda Finigan,** who recently underwent surgery.

Jon Wagner, son of Field Monitor 1 **William Wagner** of the Southern Region, has been accepted to Campbell College, Buies Creek, N.C., where he will pursue a pharmacist's degree.

Congratulations to Project Specialist **Gary Scaramozzino** of the Public Affairs Office, who was married April 7 to **Sandra Iezzatti,** a Customer Service Representative for Lenox Inc. The couple honeymooned in the Bahamas.

Collector wants examiner patches

Supervisor 3 Kenneth P. Stephens of the Kilmer Inspection Station is asking for help in locating examiner patches from the beginning of vehicle inspection.

"I am a collector of local and state police arm patches and I am trying to put together a set of examiner patches," he said. "Anyone who could help me find the old black triangle and the old set of keyhole patches would be greatly appreciated."

If anyone out there can assist Ken, they can write to him at 50 Christol Street, Metuchen, N.J. 08840.

Picnic tickets on sale

Do you have your picnic tickets yet?

Tickets for the MVS Summer Spectacular Picnic are now on sale and can be obtained from any member of the Picnic Committee. The picnic will be held on Sunday, July 9, from noon to 7 p.m. at the Oak Tree Lodge in Neptune, Wall Township, less than an hour's drive from Trenton.

Adult tickets are $10; children's tickets (under 10 years of age) are $5, and children under the age of three will be admitted free.

Employees are advised to get their tickets early, because no tickets will be sold after July 6 and *there will be no ticket sales at the gate the day of the event.*

Tickets can be obtained from the following Picnic Committee members:

Central Office complex—Rose Day, Diane Zimmerman, Isaac Wheeler and George Robinson.

Regional Service Centers—Rocco Ranalli, Jo Ann Clarke, Sallye Youth, and Cora Wood.

Quakerbridge Plaza—Renate Gribbin, Eileen Bernhardt and John Hoffman.

Northern Region—Robert Dombrowski.

Central Region—Mike Stoia.

Southern Region—Connie Visconti.

Customer Service Representative **Patricia Chmil** of the Manahawkin Motor Vehicle Agency was married April 22 to **William McGoldrick Jr.,** a carpenter in Atlantic City, in the West Creek United Methodist Church. The couple enjoyed a honeymoon in Florida.

Ellin Saker, R.N., nurse in the Trenton Regional Service Center, is recuperating from recent surgery. Everyone wishes her a speedy recovery.

Congratulations to **Phyllis Jacobs,** Customer Service Representative 2 at the Burlington Motor Vehicle Agency, and her husband, **Bruce,** Support Services Representative 3 in the Trenton Motor Vehicle Agency, on the birth of a son, **Brandon Kyle Jacobs,** on January 10. The weight was only three pounds, 12 ounces.

Wedding bells rang for Customer Service Representative 3 **Donna Miller,** who was married March 27 to **Rainier Moore,** a carpenter in Fairfield. The ceremony was in the Grace Chapel in Paterson. The couple honeymooned in the Bahamas.

A welcome back to Safety Specialist 2 **Ralph Grotto** of the Paramus Inspection Station, who has returned to duty after an illness that kept him sidelined for a month. More good news is Grotto became a grandpa to an eight-pound, 14-ounce boy!

Field Monitor 1 **Daniel Kearns** of the Southern Region was named President of the Pemberton Township Board of Education at the board's reorganization April 11. He also will be the alternate representative to the State School Board Association and will serve on the Youth Services Commission.

Birthdays were celebrated April 6 by Support Services Representative 3 **Louise Kolaski** and Record Technician **Maggie Allen,** both of the Surcharge Section.

Safety Specialist 1 **Herb Horner** of the Technical Support Unit and his wife, **Arlene,** welcomed their first child, **Ashley Marie,** on March 12, weighing seven pounds, eight ounces.

It's a boy for **Michelle Marlin,** Support Services Representative in the Data Base Correction Section, and her husband, **Michael.** Weighing seven pounds, 13 ounces, **Michael Jeffrey** arrived on March 13.

Carmen Cerligione retired March 1 as Supervisor 3 of the Jersey City Inspection Station after 34 years with Motor Vehicle Services. He joined MVS as an Examiner at the old Newark Inspection Station on Hartford Street on July 1, 1955, and worked in Newark most of his career.

Check out Paula McDaniels' job

She operates high-speed remittance processor

PROFILE

If you like getting your check every two weeks, think how Paula McDaniels feels. More than 5,000 checks pass across her desk every day.

It's all part of Paula's job of operating the high-speed remittance processor in the Revenue Processing Unit on the sixth floor of 137 East State Street.

This is where all the checks and renewal notices arrive for entrance into the system so the motoring public can be "on the road again." Some 420,000 pieces of mail are handled every month by Paula and her co-workers in the Revenue Administration Section.

'There is great satisfaction in getting the work out . . .'

This section oversees the collection of more than $500 million annually from all sources, including the fees for registrations, driver licenses, sales taxes, insurance surcharges and motor carriers. About 35 percent of that comes through the mail to Paula's unit.

"It's far from being a boring job," said Paula. "Even though it appears I'm sitting at a machine all day, I'm responsible for checks and their corresponding paperwork and a myriad of other tasks associated with the processor, including correcting equipment malfunctions."

The processor that Paula runs scans the documents to verify that the amount of the check agrees with the amount owed. The machine also endorses and microfilms the checks and documents, making it possible for the checks to be deposited the same day they are received. In addition, the processor produces a tape that shows the total dollar amount of the checks to facilitate the processing of deposit slips. Another computer tape is sent to OTIS to update the computer with the renewal.

Paula receives the checks and accompanying documents from the Examining Unit, where the envelopes are opened and the checks and paperwork are batched. In one day, Paula handles approximately 20 batches, totaling 250 checks to a batch, or 5,000 checks.

From the remittance processor, the checks are sent to the bank to be deposited, while the microfilm (of both the check and the document) is forwarded to the Data Output Section for a permanent record.

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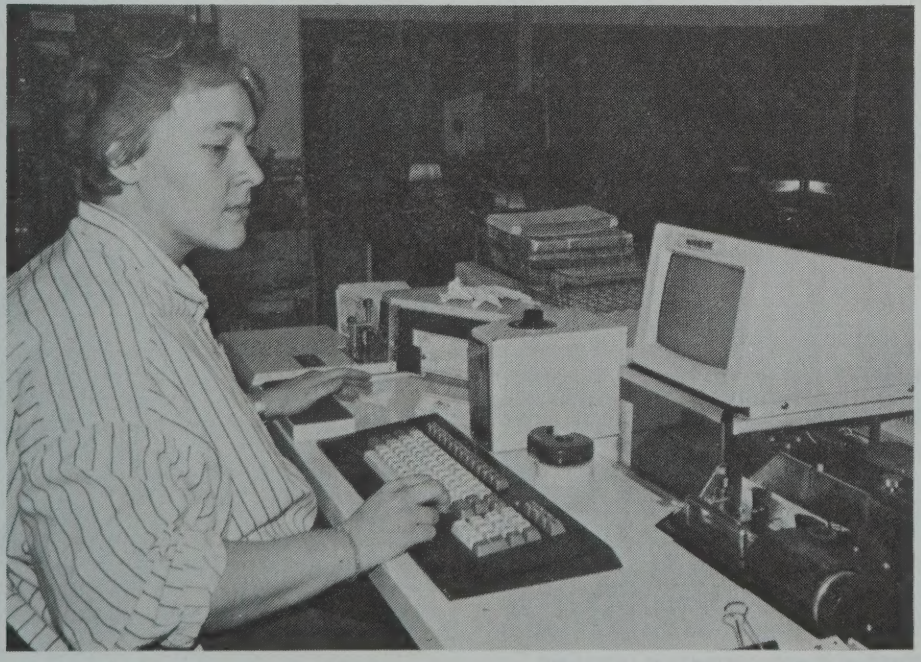
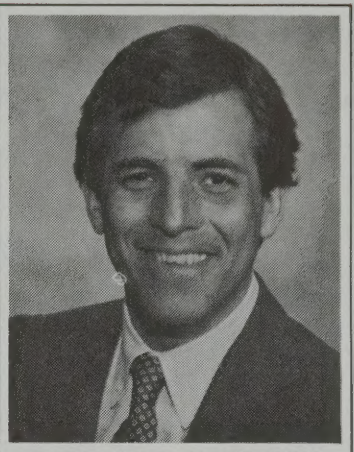


Paula McDaniels operates the remittance processor in the Revenue Processing Unit.

DIRECTOR'S MESSAGE



DIRECTOR PAULSEN

It's Picnic Time Again!

Each year I take more and more pride in the many ways we in Motor Vehicle Services are coming together as a team.

No where is this team spirit more evident than at our annual social events—especially the picnic. Last summer, for the first time in years, employees and their families from all over the state and every part of the Division came to Oak Tree Lodge in Neptune (on what was undoubtedly the hottest day of the year) to enjoy the food, participate in the games, swim, play and generally share in the good times and each other's company.

Last year about 900 of you attended, and I'm hoping for an even larger crowd this year. In hopes of accomplishing that, I'm sticking my neck out and predicting slightly cooler weather for this year's gathering. You all deserve that for what you have done over the last few years to help make MVS the very best. I hope you will accept my sincere thanks for the efforts you have made to ensure that we could all enjoy another successful and productive year at MVS.

The picnic is a good opportunity to celebrate our accomplishments while meeting others from the MVS team whom you may know by name or phone, but have never seen face-to-face. Let's have a repeat of last year's success at Oak Tree Lodge on Sunday, July 9.

I hope to see you all there!

Glenn R. Paulsen
Director

Record techs bring patience, understanding to the job

(Continued from Page 1)

Cruz and Santosuosso are two of the record technicians assisting motorists at the Deptford center. On an average day at the counter, the record technicians can serve up to 50 customers. If they are working at their desks, they can meet with up to 15 to 20 motorists.

What about those difficult situations, such as the angry or upset motorist? The record techs agree that although these people represent more of a challenge, they rarely present a problem.

Regina McParland, a Deptford record technician, believes that you have to remain calm. McParland, like most of the record technicians, is also soft spoken and pleasant, traits that immediately put you at ease.

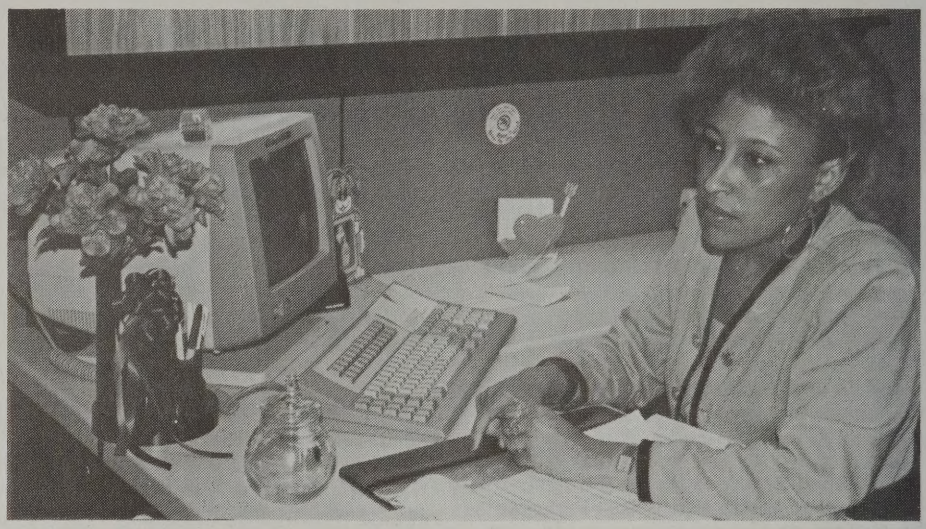
"I always try to be pleasant with my customers," she explained. "You just can't get hyper."

Cruz also agrees.

"I feel sorry for so many of the people who I meet with," she said. "You have to be patient, understand your customers' problems, and let them know that you're working with them. Many of the people have lost or are about to lose their licenses. This affects their whole life. I let them know I'm working with them to help."

Sharon Lee treats her customers at the Wayne Regional Service Center in exactly the same way. "You're just not helping the people if you get angry or excited, too.

"I try and talk to them and get them to relax," she explained. "You really have to put yourself in their place and show them you care."



AIXA "LISA" CRUZ: *". . . you have to be patient, understand your customers' problems, and let them know you're working with them."*

At the Trenton Regional Service Center, Robert Cerenzio agrees that it is best to let the customer talk to you first, and "vent" their frustration.

"I always try to turn around what they feel is a negative situation by presenting a positive resolution to their problems," Cerenzio says. "Sometimes you just can't satisfy a customer, no matter what. I always try to do the best I can, in those situations."

Most of the record technicians agree, however, that despite the one or two more difficult customers, for the most part, the people are interesting and, in many cases, funny.

"I could write a book about the experiences I've had during the past five years in this position," Trenton center employee Phyllis Badessa said.

For instance, Badessa remembers the time she was helping a new employee assist a man and, when she got up to walk to the fee collection counter, he inquired if she was planning to return.

"I told him certainly," Badessa said, explaining she was a bit puzzled why he would even ask that. "Little did I know that his concern was for his hat—the one I had been sitting on during his conference—and not me."

Badessa's co-worker Cerenzio recounted the time he was meeting with a motorist who had brought his son to the conference.

(Continued on Page 5)

MARYLOU SANTOSUOSSO: *". . . everybody and every situation is unique."*

PHYLLIS BADESSA: *" . . . I could write a book about my experiences."*

Record techs solve problems

(Continued from Page 4)

"After I had been talking with the man, his son, who couldn't have been more than six years old, turned to his father and said, 'You should do like mommy and give 'the eyes' to the policeman.' The boy, who batted his eyes at his father, was referring to the way his mom had looked at the police officer who must have stopped her when the youngster was in the car."

Sharon Lee fondly remembers the time a "very cute guy" came in and told her, "I don't even mind giving you the money for this surcharge, you're very pretty."

"He really was nice," she said, smiling.

From listening to their comments, you can tell that these people truly enjoy their job. The variety, pace and interesting personalities make their unique jobs all the better.

"Walk-ins" are assisted at the driver conferencing areas at MVS' three regional service centers. Here, motorists to the Deptford Regional Service Center receive help with their motor vehicle concerns.

Many of the technicians are new to the field, having worked in their positions for less than five years. They come from diverse backgrounds, some from private industry, some from the public sector. But, there is that common thread—their personalities. Mild-mannered, even-tempered and pleasant certainly seem to amply describe these gifted MVS employees.

PERSONNEL TIPS

Supplementary insurance plan through payroll deductions

By ED BESKO

Employees can now supplement their present insurance coverage with a plan whose premiums are paid through payroll deductions. The New Jersey Public Officials' and Public Employees' Accident/Health Insurance Plan is specifically designed to provide public employees with the opportunity to purchase supplementary insurance benefits.

Through the payroll deducted premiums, the plan provides disability income to a maximum of $1,000 monthly, hospital indemnity to a maximum of $60 daily and accidental death and dismemberment benefits to a lump sum maximum of $100,000.

The monthly disability income benefit is payable from the 31st day of disability due to an accident or sickness provided you are unable to perform the duties of your job, and are under the regular care of a physician or surgeon. Employees should determine the disability benefits they will receive from other sources, and then decide the additional amount needed to provide adequate income replacement. There is a waiting period of 30 days before benefits can begin for each accident or sickness.

For an employee with an annual salary of $11,500 to $13,000 in a clerical or administrative job, the monthly disability income benefit is $800, with a bi-weekly premium of $10.75 for men and $13.15 for women.

The hospital indemnity benefit is payable from the first day of hospital confinement to a maximum of 365 days for each unrelated confinement. This benefit, which does not replace any existing hospitalization insurance, will be paid directly to you or whomever you choose for each day you are hospitalized as the result of an accident or illness.

Clerical and administrative employees would pay from $1.90 bi-weekly for a daily hospital indemnity benefit of $20 to $5.70 bi-weekly for a $60 daily benefit.

Lump sum benefits are payable for accidental death, dismemberment or loss of sight, speech or hearing. You may apply for accidental death or dismemberment benefits in $5,000 increments from a minimum of $25,000 to a maximum of $100,000. The bi-weekly premium is four cents for each $1,000 of benefits.

You can select one, two or all three of the available benefits in any combination. In addition, pregnancy is covered just as any other disability.

Disability income benefits are also paid in addition to accumulated sick leave, Social Security disability benefits, any personal disability insurance benefits, New Jersey temporary disability benefits, or workers' compensation.

The payroll deduction of premiums protects you against the policy lapsing, and advancing age will not increase the premium rate.

Pamphlets giving more details of the plan are available in the Personnel Management Bureau's information racks on the third floor of 25 South Montgomery Street, in the third-floor break room of the Trenton Regional Service Center, or in Building 12A of Quakerbridge Plaza.

To have a pamphlet sent to you by mail, or to sign up for the plan, you can call Barbara Louis at (609) 292-4830.

Old license plates never die but they can haunt you

EDITOR'S NOTE: The following article is reprinted from the Newark Star-Ledger of February 26, 1989. Al Frank is a staff writer for the Ledger.

By AL FRANK

They can be found on many garage walls, even on junked cars being trucked to the scrapyards, and that is exactly where old license plates should not be.

There's no law, but a Motor Vehicle Services' regulation requires motorists to turn in expired or unused plates.

Yet, MVS gets back only about 350,000 a year, compared to the 1.2 million new tags it issues annually.

Agency officials say there is no way of telling how many returns they should be collecting. However, many motorists find a long-abandoned license plate frequently comes back to haunt them.

Most of the time, the day of reckoning comes with a summons from a municipal court for unpaid parking tickets. Two years ago, Irene Berko of Franklin Park got such a notice from Hoboken. Her car had been wrecked a month before the summons was issued, and the plate turned in.

Berko had saved the receipt she got when she handed in the tags at an inspection station and wound up avoiding the $10 fine. Her case was further bolstered by a letter she was able to obtain from the MVS, stating the plates had been surrendered.

'If you don't surrender the tags, we can't verify whether you're using them or not'.

But the 4,000 others who write the MVS every year with similar problems are not always so fortunate.

This month, the mail brought a plea from an Edison man who had sold his car to a cousin in Queens without removing the plates. The New Jerseyan is now being billed for $90 in unpaid New York City parking tickets.

There is probably little the agency can do to help, said Nancy Ryan, Supervisor of the MVS Correspondence Analysis Unit. It can only confirm the plate was registered to the Edison man and never turned in.

An Atlantic City woman should fare better. According to her letter, she is getting summonses from Easton, Pa. for violations on a Toyota. Although she said the plate number on the summons matches hers, the MVS will be able to confirm it really belongs on the woman's 1984 Oldsmobile, Ryan said.

In most cases, even when a plate has not been turned in, the fact it is affixed to a car to which it was not assigned is helpful to a motorist in court, said Information and Systems Management Administrator Rudolph L. Torlini.

That is frequently what gets motorists off the hook when a summons writer's penmanship, or that of a court clerk, has led to a case of mistaken identity.

More times than the MVS would care to remember, it has found mis-

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MVS 'butterfly'

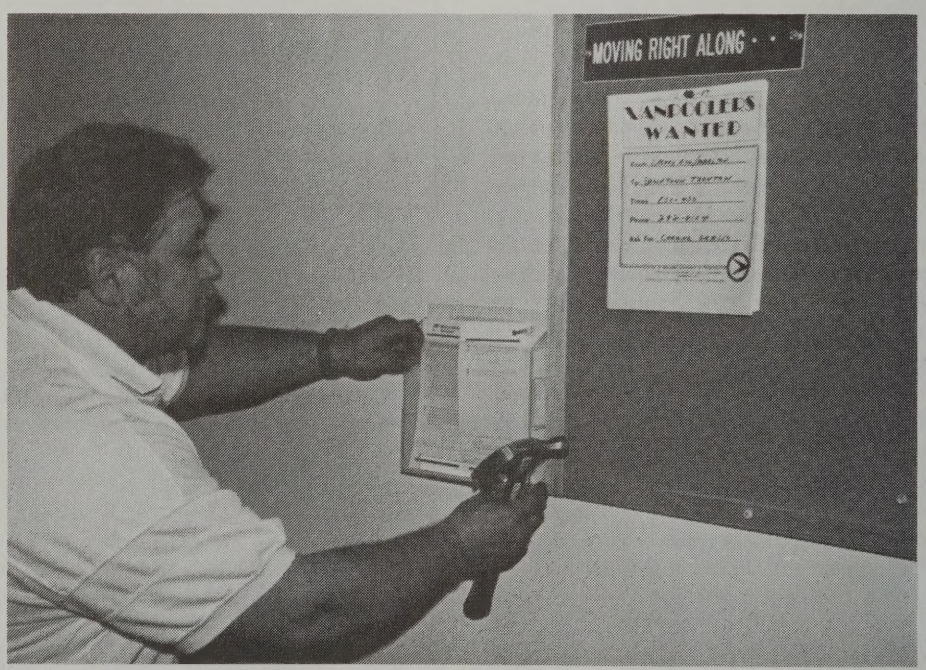
By GLORIA FREEMAN

My agency (MVS) reminds me of the transformation from a caterpillar to a young and growing butterfly. As a caterpillar it was slow in its outdated methods of processing registrations and driver licenses. It was ugly in both its actual physical appearance and its image as perceived by the public.

But a massive reorganizational transformation has created an agency that is, for the most part, quick and responsive to the needs of the public. The appearance of most of its buildings is changing—some are new and beautiful, totally modernized. And its image is becoming a positive one. Just as the butterfly emerges from its old cocoon, Motor Vehicle Services is experiencing a beautiful metamorphosis.

* * *

(Editor's Note: Gloria Freeman, Investigator 2, of the Information and Systems Management Correspondence Center, wrote the above article as part of an exercise in an 18-week Support Specialist training program held at Forrestal Center in Princeton by the Department of Personnel. In the exercise, the participants were asked to compare their office to a famous person, animal or place.)



Carpenter Gregg Zoltanski in the Building Maintenance Section installs a plastic wall rack next to the bulletin board on the sixth floor of 137 East State Street. The racks, placed at each of the bulletin boards in the headquarters buildings, contain employee survey cards. The cards are being made more accessible to employees so they can easily send in their comments on how they have improved customer service. The comments are being printed in TALE LITE (see "The Inside Track" feature on page 9). So, the next time you are reading the bulletin board, pick up a survey card and let us hear how YOU improved service to MVS' customers! Field people can obtain a supply of survey cards by calling TALE LITE at (609) 292-8231, or just use a plain sheet of paper.

Old plates

(Continued from Page 6)

crossed Ts resembling Xs, and partially closed Os taken for Cs. Some cops and court personnel also confuse the Ss and 5s and the Is and 1s on license plates.

"We do the best we can to service anyone to be sure he has the benefit of any doubt, but we're limited to what we can do," Torlini said.

For example, Torlini notes the MVS is legally required to keep its records for only three years, so it is essential to keep the yellow receipt.

To get that, though, you have to turn in the plates.

"If you don't surrender the tags we can't verify whether you're using them or not," Torlini said.

Regulations require the surrender of unused tags within 10 days, but there is no penalty for those who ignore the rule.

"If you don't, the penalty is, you have no way of proving it's not your plate if it shows up on some kind of violation somewhere down the road," Torlini pointed out.

Plates can be surrendered at any of the 34 inspection stations or 54 agencies. They can also be mailed to the Motor Vehicle Services Division, CN 016, Trenton 08666.

Yet, Torlini, who admits to having a few keepsakes nailed to his garage wall, said it is no secret that many people fail to turn in their obsolete license plates. (His excuse: "Plates are a part of my life.")

Most surprisingly, he said, many owners "think they're doing someone a favor" when they sell an old clunker with the plate attached.

The seller figures the buyer needs a way to get the car home before re-registering it, but frequently, this gives the buyer little incentive to go through the procedure, Torlini said.

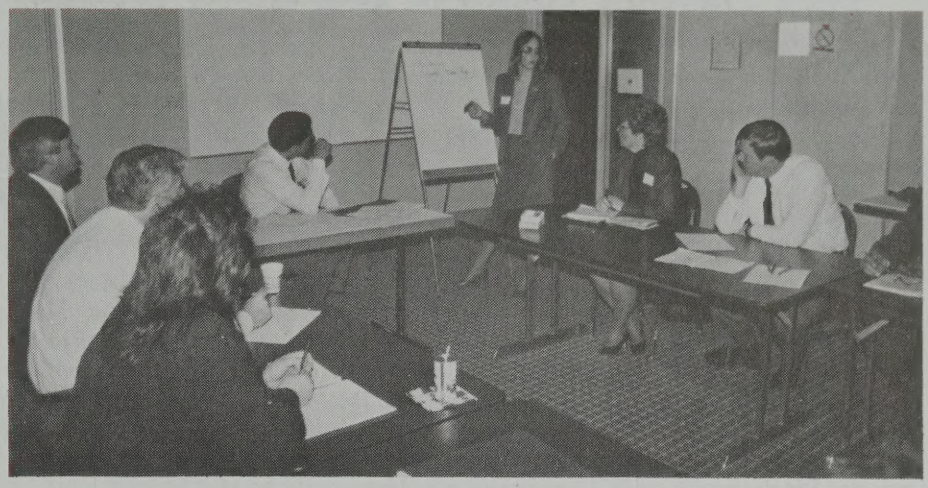
The problem is compounded when the seller has left his registration in the glove compartment. Now, the new owner can simply renew the registration after filling out a change of address card.

That is rare, he continued, but many, expecially those living in other states, are content to drive on an expired plate.

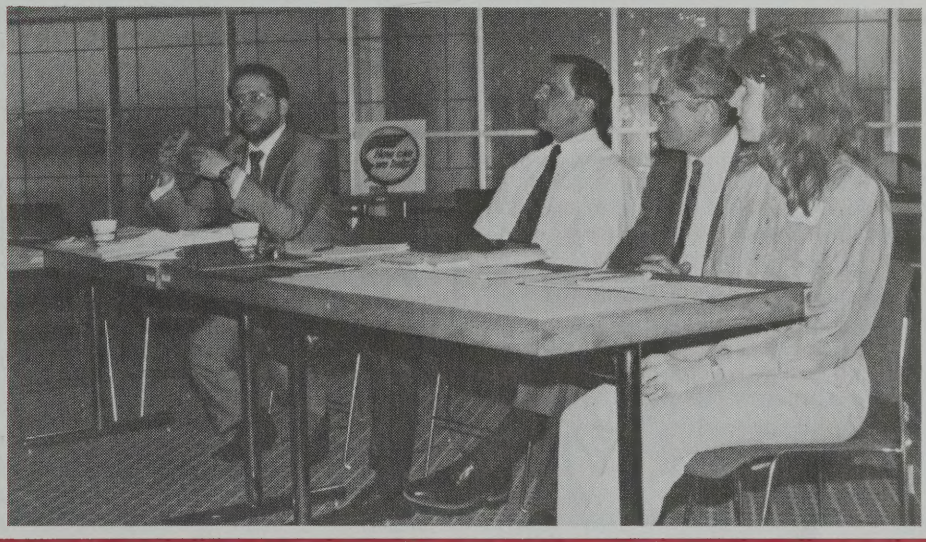
Even if a car is stolen, motorists still have recourse if, after notifying police of the theft, Motor Vehicles is also alerted, Ryan said.

That way the plate will be flagged in the MVS computer, and police agencies calling for a lookup will be alerted immediately.

Conferring on MVS long-range plan



Judy Kirkpatrick, Coordinator, Southern Region, uses the flip chart in photo above during the Agency and Driver Testing Subgroup meeting, held as part of a day long Strategic and Long-Range Planning Conference March 23 in the Justice Complex. Other members around the table are (from left) Linda Liedtka, Bill Donahue, Bill Hoffman, Roland Williams, Georgette Jensen, and Tom Budny. In the photo below, Paul Finocchio (left), Manager of Strategic Planning, makes a point during the Operations Support Service Subgroup meeting, while Donald Giberson, John Ryan and Colleen Haggerty listen. The conference participants gathered information concerning MVS' strategic and long-range plan.



Such cases are really exceptions, Torlini said, emphasizing that most problems about misused plates come to the MVS' attention as a result of parking tickets, particularly when municipal courts computerize and seek to clear outstanding violations.

All returned plates make their way back to their birthplace, the Department of Corrections, where inmates working for the Bureau of State Use Industries manufacture not only auto tags but "drug free school zone" signs, footlockers, beds and an array of other items.

In a bureau warehouse at the end of Oak Street in Trenton, prisoners use a machine to cut the plates in half.

The pieces are then loaded aboard a tractor trailer and, eventually, bids for the aluminum scrap are advertised and the metal is recycled, said Leonard Black, the Bureau's assistant chief.

Even though millions of plates have been turned in, their numbers are not recycled because it would be too costly to interrupt the manufacturing sequence, and security might be compromised.

Consequently, since the straw and black plates were introduced in 1959, there have been three letter-number configurations lasting through the conversion, in 1979, to the blue and buff plates now in use.

The present configuration, consisting of three letters, two numbers and one letter, which is now beginning with the letter E, should last another 20 years, Torlini said.

The time comes to give up her precious N.J. driver license

(EDITOR'S NOTE: The following letter was received from a 94-year-old woman who, after years of driving, decided to send in her driver license rather than undergo a driver reexamination. TALE LITE is withholding her name.)

Sir:

Because I have a medical condition, which may affect my ability to safely operate a motor vehicle, Motor Vehicle Services requires me to appear for a driver reexamination . . . at the Plainfield Driver Testing Center.

I have carefully and *prayerfully* considered this matter. Since, Lord willing, I shall be 94 years of age on the coming June 8, I decided it wise to stop driving while I still have a good record. You may readily believe that I am most grateful for the many years I have been privileged to drive. How often have I been able to help others who have no car!

Then came the desire to drive to church today—just once more in my own car. I called your examination unit. . . . How sorry I am that I did not ask the lady with whom I spoke for her name!

I asked whether I might use my New Jersey driver license today and mail it to you tomorrow . . .

She seemed to realize how sad I am to be obliged to stop driving. She spoke most kindly. I still enjoy driving, especially in this vicinity. I was born in New York City, taught school in New York City for 40 years and loved it. Today? Parents, children and teachers were friends during those years.

Enclosed is my precious New Jersey driver license.

Liberty Corner, N.J.

Someone who cared

Sir:

This letter is to compliment one of the employees in the Driver Fitness and Control Unit, Ms. Virginia Windsor. From the very first time that I spoke with her, she sounded very helpful and knowledgeable. She answered any questions in a friendly and cooperative manner asking for my name and driver license in order to find any records and review them with me to the best of her abilities.

Talking with Ms. Windsor gave me a sense of talking to a person, someone who cared, rather than talking to a faceless office or bureaucracy.

I am sincerely grateful to her for all of her help and I congratulate you for having someone like Ms. Windsor under your supervisors.

Rita Duenas
Woodbridge

LETTERS

Cooperation, efficiency

Sir:

Thank you for the information you (Business Licence Compliance) relayed to me by telephone . . . . It is rare that such cooperation and efficiency is received from persons serving the public.

This was rather noticeable since we in Newark are now very conscious about serving the public in a cooperative, efficient and friendly manner. Let me commend you on your professional attitude and knowledge of your work, which I'm sure, is an asset to your office.

Douglas A. Kerr
Divison of Permits and Licenses
Newark

Pleasant and helpful

Sir:

Per our phone conversation of this date, I am hereby requesting a copy of . . . (from Accident Reporting).

I appreciate your time and courtesy during our phone conversation. After four phone calls and getting nowhere, it was a relief to talk with someone so pleasant and helpful.

Valerie McCabe
Madison, NJ

Form is improvement

Sir:

(The) new style registration form is an improvement. Yes, even beyond the form itself.

Thank you for your comment, "We appreciate the opportunity to serve you."

Yes, I believe the public will value that kind of recognition. I do!

Thorton Spruiger
New Milford

Check out Paula McDaniels' job

(Continued from Page 3)

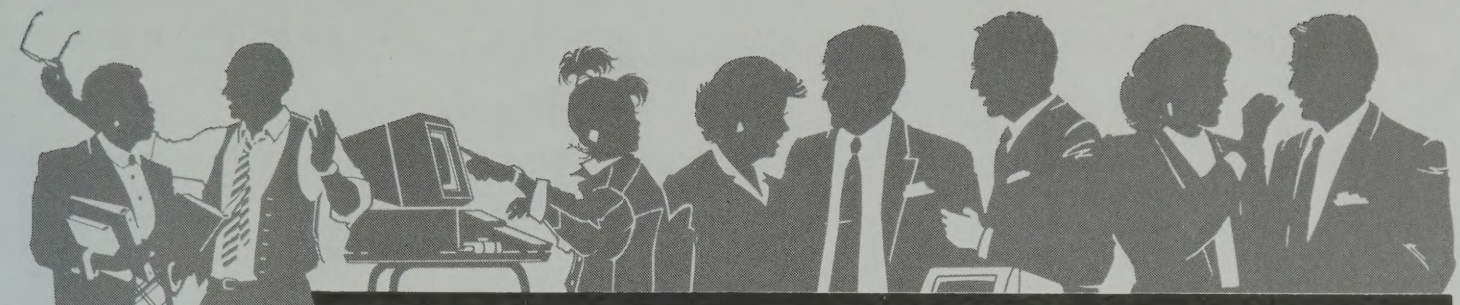
Asked about customer service, Paula said, "There is great satisfaction in getting the work out, because this means there is no delay in the customer obtaining his or her registration and license."

Paula joined MVS after graduation from Hamilton High School in 1980 and working briefly as a parking lot attendant at Great Adventure. She started as a clerk in the old Mail Issue Unit, moving to the Revenue Processing Unit in February 1985. She is now a Support Services Representative 2.

The youngest and only girl in a family of five brothers, she has made MVS a family affair. Her mother, Margaret McDaniels, is a Support Services Representative 1 in the Driver Fitness and Control Unit, and her sister-in-law, Tina McDaniels, is a Support Services Representative 2 in the Special Services Section.

Paula enjoys sports, especially softball and bowling. She was a multiple threat in the Hamilton Township Softball League, where she played catcher, first base, and third base. Her bowling average is 175 to 185 in the Mercer County Ladies League, where she once scored a high game of 270.

"I look forward to coming to work everyday because the people I work with are so pleasant and helpful. I also enjoy working with computers," Paula concluded.



The Inside Track

Employees Share Ideas About Helping Customers

"The staff of the Westfield Inspection Station volunteered to renovate their facility which resulted in a clean, efficient station for the motoring public and employees.

"Most supervisors would be glad indeed to witness the satisfactory accomplishments of their station personnel whose spirit of volunteerism is seldom encountered these days.

"Specifically, during the summer of 1987, the staff scraped and cleaned nearly 5,000 square feet of 50-year-old wooden ceiling beams, as well as more than 200 yards of I-beams and side walls, replaced more than 300 windows, puttied and painted more than 900 windows, sealed and did mortar work on all loose bricks and masonry, sealed floor cement cracks and wallwork, rejuvenated station lavatories, and completely painted nearly 5,000 square feet of Lane 1.

"My humble thanks to my staff for a terrific job!"

Terry Kobilnyk
Supervisor II
Westfield Inspection Station

Do you have an example of how service to MVS customers can be improved? We'd like to hear from you. Please use the printed Employee Survey Card, or a plain sheet of paper, to share your idea with co-workers. Your idea can be one you already use and know is effective, or one you think could be adopted to better serve our customers. Your comments will be printed on this page. Send your ideas to: Internal Communications Unit, Public Affairs Office, 7th floor, 25 South Montgomery Street, Trenton, N.J. 08666. You may also obtain additional Survey Cards from this office.

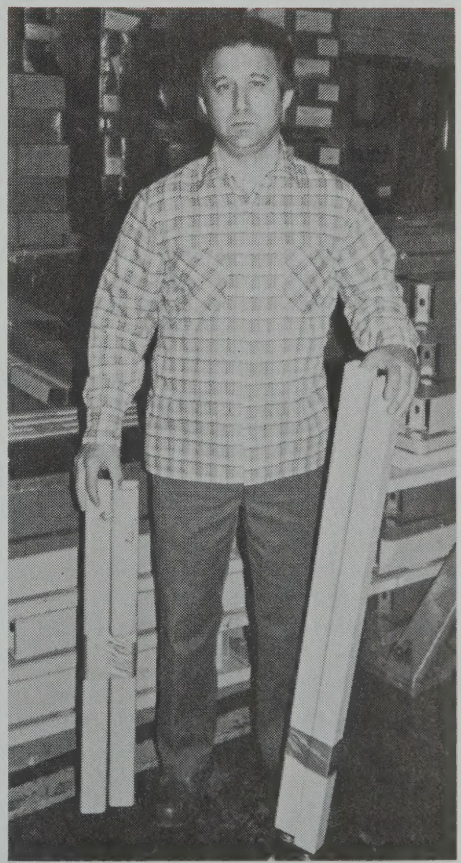
"The warehouse was storing 48-inch high writing tables returned from Motor Vehicle agencies which are being renovated. Due to the height of these tables, they were of no use to anyone, and were not going to be reused in the agencies after renovations.

"I suggested that these tables be cut down to 28 inches high so they could be utilized throughout the division. A work order request was submitted to Facilities Management to cut the tables down. By acquiring 50 sets of furniture leg cushions, the tables were made usable.

"At the time, the Bureau of Safety Standards was in the process of buying tables for the break rooms in the inspection stations. By making them aware of the revamped tables, the planned purchase of 21 new tables was cancelled."

Carl Todaro
Supervisor of Warehouses

Pictured at left working on the Westfield project are Safety Specialist 2 John Giroward (top); Safety Specialist 2 Drew Hanusosky (middle, left); Safety Specialist 2 Alan Breskin (middle, right), and Supervisor 3 Keith Misura (bottom, right).



Carl Todaro shows the full-length table legs (on right), and after they have been cut down (on left). The tables are stacked behind him.

John Sparano looks forward to meeting Bush

He will send President a wedding invitation

Administrative Assistant 3 John Sparano of the Central Services Bureau and his fiancee, Debra Beetel, an accountant with the Division of Pensions, will be sending a wedding invitation to President George Bush.

"We don't expect him to attend, but the President did say he would take us on a tour of the White House, so I thought we'd invite him to the wedding," Sparano said. John and Debra will be married April 28, 1990.

Sparano's relationship with Bush developed when Sparano's brother, Paul, and sister-in-law, Veralynn, and their two children visited Bush in the White House recently. The occasion was the selection of Sparano's four-year-old nephew, Justin, as the national poster boy for colitis.

The President had a personal interest in fighting the disease because his son, Marvin Bush, also suffers from colitis. Both Marvin Bush and Justin have undergone ileostomy operations to correct the condition.

Veralynn works for Bush (she was on his campaign staff), and is making the arrangements for John to visit the President. She told John that Bush agreed to give him a tour of the White House in the fall.

John Sparano holds a picture of family members meeting with President Bush, who is on the left in the photo.

Marvin Bush came to the family's aid last March when Justin, then only three, was seriously ill and needed the operation. The President's son called to give the little boy encouragement and negate his fears of the surgery.

Marvin Bush told the family he would do whatever they thought was appropriate to help the boy.

The family kept in touch with the younger Bush and in December they were invited to the White House where they met the President.

John Sparano, who didn't make the trip then, hopes it soon will be his turn to meet the President.

MVS

NEWS BRIEFS

THE NEWLY RENOVATED and modernized Oakland Motor Vehicle Agency at 350 Ramapo Valley Road in Bergen County has been opened as MVS' 14th model agency. The 4,000-square-foot agency handled more than 200,000 transactions last year that produced $6.1 million in revenue for the state.

The agency offers customers more than 30 new and expanded services. In addition to obtaining licenses and registrations, motorists can obtain duplicate titles, make corrections to titles, licenses and registrations, surrender license plates, verify changes of address, take written and vision driving tests and schedule any necessary road tests.

The agency will be open Monday through Friday from 8:30 a.m. to 4:30 p.m., Wednesday night until 8 p.m. and Saturday from 8 a.m. until noon.

* * *

THE EATONTOWN MOTOR VEHICLE facility is currently undergoing renovations that will transform the full-service site into MVS' fourth regional service center. Portions of the Monmouth County facility closed on April 21 as construction crews began breaking ground on the new center.

While the inspection station was only closed for two days, the agency will remain closed for at least six to eight weeks. Construction work will continue when the agency reopens. The inside driver testing area has been relocated to the Long Branch Armory for the remainder of the construction period, but the outside road test site will not be affected by the renovations.

* * *

DIRECTOR GLENN R. PAULSEN rescinded an order issued in September 1985 prohibiting police officers from ticketing motorists with expired registrations. The ban, which was originally imposed to make sure that motorists were not penalized for problems created by the computer crash, was lifted May 1.

TALE LITE

State of New Jersey
Thomas H. Kean, Governor
Department of Law and Public Safety
Peter N. Perretti, Jr.
Attorney General
Motor Vehicle Services
Glenn R. Paulsen, Director

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